

Minutes of Board Meeting
August 14, 2013
10:00 a.m.

Present

Trummie Patrick, Chairman
Jeff Wigington
Todd Cowan
Virginia Galloway

Not Present

Lynda Coker
Anthony Heath

Present via teleconference were Kelly Gay, Carolyn Roddy and David Connell.

Establish Quorum/Call to Order

Chairman Patrick confirmed the presence of a quorum and called the meeting to order at 10:03 a.m.

Approval of Minutes

Chairman Patrick called for a motion regarding the minutes from the June 27, 2012 board meeting. A motion was made to approve the regular meeting minutes as presented; the motion received a second and was passed with unanimous approval by the remaining board members.

Commissioner's Report

The Commissioner began by thanking Terry Oluleye from the Office of Planning and Budget for attending the board meeting. The Office of Budget and Planning mailed budget instructions to all agencies; however, we are not being asked to submit a proposed budget cut this fiscal year.

Commissioner Mikell announced to the board that DDS has made a recent change regarding the agency's Mission Statement. The DDS reviewed and updated the statement with input from the executive team managers and frontline staff. Keeping in mind the Governor's vision of Georgia being the number one state in the country for conducting business, the DDS new Mission Statement is: *To foster the prosperity of our citizens and businesses by facilitating the safe transportation of people and products on Georgia's roads while safeguarding the integrity of our services and instilling values that demonstrate "We C.A.R.E."*

Kecia Bivins, Director of Regulatory Compliance, gave an overview of the ASK DDS Day event held on August 7, 2013. This was the 5th annual ASK DDS Day since 2008 with the goal of cultivating and maintaining open lines of communication with our driver safety programs throughout the state. This was an excellent opportunity for our motorcycle safety coaches, our CDL examiners, transportation managers from school boards, ignition interlock providers and driver safety schools to learn more about DDS strategic initiatives. There were also presentations on Real ID, the new "Temp to Perm" process, and various projects that include motor vehicle network and web enhancement projects. The attendees also received information on the new veteran marker and the new driver's manual. The stake holders

who attended and had booths were: GTIPI, GOHS, Older Driver's Task Force, the TIME Task Force and Operation Lifesaver.

Commissioner Mikell shared a heart-warming story of how Real ID impacted one person's life. Brenda Seedorf was abandoned by her mother at a hotel when she was only four years old. She was eventually adopted by a loving family, but for years she tried to locate her biological family, as they did her. Sixty-two years later, when she had to meet REAL ID requirements, she obtained for the first time her original birth certificate. On it she found her birth parents' names; after all those years, she was finally about to reunite with her natural siblings. July 1st was the one-year anniversary of Real ID; it has already proven to be successful in more ways than one.

Commissioner Mikell informed the board that DDS is working with the Muscogee County Department of Public Health to fulfill their request to set up a trailer at the Columbus CSC to provide vital records to Muscogee County customers. Having the records available onsite will benefit DDS, Muscogee County Department of Health and most importantly, our customers.

The Commissioner provided an update on our online services that allow our customers to avoid in person visits, and gave an update on some new of the new services that began on June 1st. The Commissioner stated as of August 11, 2013, there have been 4,200 faxed-in documents and 550 documents submitted online for proof of residency and/or SSN. We continue to encourage our citizens to use these services to reduce the volume to the center through press releases, posters, signs at every workstation that say "skip a trip", and through a number of other means. We continue to make a big effort to get the message out by attending various social club meetings and we have added a form request for a speaker to talk about the REAL ID on our website.

Another service we provide is for those customers who don't want to go online and choose to come in is the "temp to perm" which allows them to skip steps in the process. We give them a G-ticket which gives them priority over other customers.

Commissioner Mikell informed the board that DDS has improved our online address change process. We now have 19,812 people who successfully changed their address online. That is about 7,500/month and a 99.7% acceptance rate. Before we improved on the validation features of the online change of address process, we had approximately 60% to 65% acceptance.

The Commissioner gave a brief overview of how reinstatements are one of the longest transactions handled by the department and this process is being modernized through a project called RIM. The system now has a matrix built into it wherein the mainframe now calculates all of the requirements and fees for the examiner and tells the examiner which steps have or have not been completed. With the computer doing the work, new examiners do not have to depend on the more seasoned examiners to complete this transaction, which reduces the amount of time all customers may have to wait for service. Reviews of the system by the examiners have been fantastic.

The Commissioner explained that as Georgia's population grows, and as other factors impact our business, DDS continues to see annual increases in the demand for its services. For example, in fiscal

year 2012 we completed 3,380,000 transactions and in fiscal year 2013 we completed 3,672,000 transactions, equaling an increase of 292,000 transactions in fiscal year 2013.

The Commissioner also discussed the signing of HB 475 by the Governor at the Kia plant. That bill allows DDS to enter into reciprocity agreements with other countries and waive written and/or driving skills test. The bill became law on July 1, 2013; and on this date DDS signed a Reciprocity Memorandum with The Republic of South Korea. As with all citizens seeking a Georgia driver's license or ID, customers who take advantage of reciprocity agreement still have to prove citizenship or lawful presence.

The Commissioner updated the Board on the high volume of calls handled by the DDS call center. The call center can effectively answer a little less than 7,000 calls per day. We average approximately 10,000 daily. However, we recently received a record number of 14,000 calls in a single day. In order to improve customer service in the call center, we have filled a vacancy and made some structural changes to make sure we have quality assurance. Previously, we had one manager and one assistant manager which made it difficult to assist the call center staff. We have since hired another assistant manager who can spend more time on the floor assisting the staff with customers.

Jennifer Ammons, General Counsel, reviewed the following rules for consideration:

Final Adoption

375-3-1-.02 Applications and Supporting Documentation

Virginia Galloway motioned to approve the final adoption; Jeff Wigington seconded the motion with unanimous approval by the remaining Board members.

Initial Adoption

375-5-5-.05 Suspension, Revocation, or Cancellation of Chauffeur's Endorsement

Todd Cowan motioned to approve the initial adoption; David Connell seconded the motion with unanimous approval by the remaining Board members.

CDL Rules for Adoption

CDL Rule 1-1-.02 Commercial Driver's License Exemptions

CDL Rule 1-1-.04 Minimum Physical Requirements Required to Obtain a Commercial Driver's License

Jeff Wigington motioned to approve the CDL rules for adoption; Kelly Gay seconded the motion with unanimous approval by the remaining Board members.

Request for Rule Change

Sarah Calcagni 375-3-1.17 Changing Gender on License

The Board voted to deny the request for a rule change due to concerns that the gender reflected on a driver's license or identification card would not be consistent with such customer's anatomy if the

request was granted. The Board felt that such discrepancies would make the contents of the card inaccurate.

David Connell motioned to deny the request for rule change; Kelley Gay seconded. The motion to deny the request was unanimous among the remaining Board members.

Petitions for Waiver

Grover Bettis – He is seeking an ID card. His birth certificate is not available. He has a letter from the Murray County Probate Court, a letter from Vital Records, a Numident record from SSA, a prior driving record, a Medicare printout with a Tennessee address, a letter from a physician, a letter from his landlord, an AARP Medicare prescription card, and a Medicare card. Ms. Ammons stated that the Department supports the approval of the waiver.

Virginia Galloway motioned to approve the waiver; Todd Cowan seconded the motion with unanimous approval by the remaining Board members.

Dedie Bonaparte - She is seeking a renewal of her driver's license. Her birth certificate is not available. She has a letter from South Carolina Vital Records showing her last name as DeVore, she has her school records showing her last name as DeVoe with a date of birth of May 25, 1943. She has birth certificates for two daughters, a divorce decree showing her last name as Jest, a marriage license with a date of birth of May 25, 1943 and a current Georgia driver's license with a DOB of May 25, 1942. Ms. Ammons stated that the Department does not support the request for a waiver.

Virginia Galloway motioned to deny the request for waiver; Jeff Wigington seconded. The motion to deny the request for waiver was unanimous among the remaining Board members.

Tammi Campbell – She is seeking a Georgia driver's license. She recently moved to Georgia from California. She has a undocumented name change. She has a birth certificate, Numident letter, a marriage license (Thomas), an expired US Passport, an APS School ID, and bank statements to support her request. Ms. Ammons stated that the Department supports the approval of the waiver.

Jeff Wigington motioned to approve the waiver; Virginia Galloway seconded the motion with unanimous approval by the remaining Board members.

Gloria Fowlkes – She is seeking a driver's license. She recently moved to Georgia from New York. She has an undocumented childhood name change. She has a letter from the city of Buffalo re: amending her birth certificate, a marriage license (Temmons marrying Lewis), a baptism certificate, a New York barber's license, a Erie County ID card, New York Driver's license, a social security number application and letters from SSA, a divorce decree and a marriage license to support her request. Ms. Ammons stated that the Department supports the approval of the waiver.

Virginia Galloway motioned to approve the waiver; Todd Cowan seconded the motion with unanimous approval by the remaining Board members.

Thomas Gaines – He is seeking a renewal of his driver's license. He is unable to obtain a birth certificate from South Carolina due to an undocumented name change (Sneed to Gaines). He has a Numident record showing both names, he has a copy of his DD-214, a letter from Elbert County Department of Family and Children Services, a letter from the Methodist Children's Home, a marriage license, a newspaper report of mother's death, a Medicare card and a social security card to support his request. Ms. Ammons stated that the Department supports the approval of the waiver.

Todd Cowan motioned to approve the waiver; Virginia Galloway seconded the motion with unanimous approval by the remaining Board members.

Bobby Goff – He is seeking a Commercial Driver's License renewal. He has been licensed since 1985. His birth certificate is unavailable. He has a letter from the South Carolina Vital Records, a letter from the Census Bureau, a letter from his brother, a social security card, a VA ID card, a DD-214, a social security earnings statement, a 1963 application for social security and a power bill to support his request. Ms. Ammons stated that the Department supports the approval of the waiver.

David Connell motioned to approve the waiver; Virginia Galloway seconded the motion with unanimous approval by the remaining Board members.

Charles Hughes – He is seeking a driver's license renewal. His birth certificate is not available. He has a letter from Kentucky Vital Records, a DD-214, a copy of his school transcript, church records and a W-2. Ms. Ammons state that the Department does not support this petition.

Virginia Galloway motioned to deny the request for waiver; Jeff Wigington seconded. The motion to deny the request for waiver was unanimous among the remaining Board members.

Millicent Malone – She is seeking a driver's license. She has a Philippine birth certificate (USAF hospital), she has a e-Census notice, a marriage license, parents' marriage license, a social security card and a gas bill. Ms. Ammons state that the Department does not support this petition because of insufficient documentation.

Jeff Wigington motioned to deny the request for waiver; Virginia Galloway seconded. The motion to deny the request for waiver was unanimous among the remaining Board members.

Ida Scales – She is seeking a driver's license. Her birth certificate is not available, she presented documents on her name history, she has a letter from Tennessee Vital Records, a Numident record, a school attendance certificate, a marriage certificate, a 1992 tax return, annuity statement, a social security letter, a power bill, a lease statement, a 1993 pay stub and a Tennessee driver's license. Ms. Ammons stated that the Department supports the approval of the waiver.

David Connell motioned to approve the waiver; Todd Cowan seconded the motion with unanimous approval by the remaining Board members.

Nafeesa Williams – She is seeking a driver's license. She moved to Georgia from Pennsylvania. She has an undocumented name change. She has her birth certificate, a name change order, her school record,

a marriage certificate, her daughter's birth certificate, a W-2, a paycheck stub, a 529 account statement, a letter from the IRS, a letter from an attorney, a social security letter, a DFACS letter, a social security card, Pennsylvania driver's license, employment ID, vehicle registration, a power bill and Comcast bill to support her request for a waiver. Ms. Ammons stated that the Department supports the approval of the waiver.

Virginia Galloway motioned to approve the waiver; Jeff Wigington seconded the motion with unanimous approval by the remaining Board members.

Adjournment

There was no further business to discuss; Chairman Patrick called for a motion to adjourn.

Respectfully submitted,

Kelly H. Gay, Secretary